

VITAL SIGNS

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August 1994

Medical Service Corps celebrates #47

By LT M. L. Dasch, MSC, USN

The 4th of August marked the 47th birthday of the Medical Service Corps (MSC) which was created by President Truman in the "Army-Navy Medical Service Corps Act of 1947."

The need for officers trained in medical administration and medical allied health specialists (laboratory, pharmacy, radiology, etc.) was recognized during World War I when 65 warrant officers were appointed as medical corps officers to perform these functions. After World War I they reverted to their previous vocations at the warrant officer grades.

In 1941 authority was given for temporary appointments in the hospital corps. 1,429 officers were given appointments in this category and, additionally, 845 pharmacists, optometrists and other health care specialists were given temporary commissions as Naval Reserve officers. In August 1947, 252 individuals were commissioned as permanent officers with ranks from Ensign to Lieutenant Commander. In 1954, the Office of Chief of the Medical Service Corps was created by law and one year later, CAPT Ray Huntsinger, MSC, USN, was the first MSC to be selected to Captain through a selection board and be named as Chief of the Corps.

MSC's were not authorized to be in command initially, but in 1956, the law was changed to allow command at activities "appropriate to the Corps." Such commands were Naval Schools of Health Sciences, Naval Ophthalmic Support and Training and

Field Medical Schools. No hospitals were within the "appropriate" category until many years later. The first flag officer was authorized in 1981 and Rear Admiral (lower half) Lewis Angelo was selected and put on his star in 1982.

Today there are 32 specialties and over 2,800 MSC officers. MSC officers command hospitals, training hospitals, schools, and clinics, serve aboard ships and at remote activities and are an integral part of the total Navy community.



Official cake-cutters for the MSC's 47th birthday cake were CAPT Brant representing the most senior MSC officer on-board, and ENS Karl M. Schweinberg, MSC, USNR, representing the most junior MSC officer.

NIT-PIK-SIXTM



FRESH IDEAS from all members of the organization are welcomed under the Total Quality Management system. After examining your own work unit for improvements, try to find the six differences between these seemingly identical drawings.

1. Spot missing off box lid.
2. Colonel's round glasses become half glasses.
3. Big diamond missing below belt of crown bearer.
4. The "e" in "olde" missing off herald's flag.
5. Bell tassels missing off hat of jester at left.
6. Ridge missing off guard's helmet.

ANSWERS:

NATIONAL WATER QUALITY MONTH



AUGUST 1 - 31

IN MEMORIAM



Marie T. Willis

Marie, a familiar face at the Pediatric Clinic kiosk, passed away on 14 July. She had been a staff member since 1981. A memorial service was held at Naval Hospital, Orlando on 22 July by Chaplain Diaz.

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Staff Pulse Beat



On 12 July, CAPT Rosalia F. Dy, MC, USN, Director of Branch Medical Clinic, officially promoted HM3 Wil L. Sappenfield, USN, to his new rate. Petty Officer Sappenfield was promoted under the ATF Program.



HN Darrell E. Owens, USN, Branch Medical Clinic, received a Letter of Appreciation from CAPT Dy on 12 July.



HM3 Peter L. Howell, USN, Outpatient Administration Division, received his letter on 15 July frocking him to E-4. HMCS William Robles, USN, Assistant Head, Patient Administration Department, made the presentation.

Awards Ceremony of 20 July



LTJG Amy L. Hall, NC, USNR, Nursing Services, received a Letter of Commendation for her outstanding performance during her tour of duty at NHO. The presentation was made by LT Raymond J. Hood, NC, USN, Department Head, Critical Care Unit. LTJG Hall has transferred to the U.S. Naval Hospital, Guam.



HM2 Danilo S. Salazar, USN, Laboratory Department, received a Letter of Commendation on his outstanding performance in the testing and evaluation of the Satellite-G blood glucose monitor on 3 Surgery. As a direct result of his actions, the Satellite-G was replaced by the manufacturer correcting a potentially serious situation. It was accomplished at no cost to this facility. CDR John J. Anderson, MC, USN, Head, Laboratory Department, made the presentation.



HM3 Sheryl L. Stevenson, USN, Operating Room Department, received a Letter of Commendation for her outstanding performance while serving as a General Surgery Technician for the month of May 1994. LCDR Richard L. Davis, NC, USN, Head, Operating Room Department, made the presentation.



HM2 Scott C. Perry, USN, Laboratory Department, received a Letter of Commendation for his outstanding contribution to the completion of the Naval Hospital Orlando Procedure Manual. Petty Officer Perry's unlimited artistic abilities were vital to the production of the finished product. CDR Anderson made the presentation.

Three members of the Bachelor Enlisted Quarters staff received a Letter of Commendation for their performance during the Barracks Management Assist Inspection Team visit in May 1994. Their efforts directly contributed to the fact that Naval Hospital Orlando barracks achieved recognition as the "Most Outstanding" barracks in the BUMED spectrum.



MS3 Gregory P. Scott, USN, received his letter from LCDR Fabio M. Martinez, MSC, USN, Head, Operating Management Department.



HMC Richard T. Brewer, USN, Branch Medical Clinic, received a Letter of Commendation for his outstanding professional medical care which was provided to a choking victim at the Recruit Training Command Galley. The letter was presented by LT Michael J. Jennewein, MC, USNR, his Department Head.



LCDR Martinez presented a Letter of Commendation to MS3 Samuel J. Houston, USN.

MS3 Roderick P. Whitehurst, USN, received his Letter of Commendation from LCDR Martinez.





CWRA held their ever-popular Ice Cream Social on 20 July. The "ice cream dippers" thoroughly enjoyed their work but not any more so than all the customers who consumed buckets and buckets of ice cream.

Promotions



CDR Stratton J. Shannon, MC, USN, Head, Family Practice Department, received his promotion to his new rank on 1 August. CAPT L. F. Raymond, MSC, USN (Ret.), former Commanding Officer, administered the oath of office and then with CDR Shannon's wife, Peggy, teamed up to do the honors with the shoulder boards.



CDR Nancy Z. Tapp, NC, USN, Patient Educator, Wellness Clinic, received her new promotion on 1 August. Celebrating the event were sons, Jeff, Ryan, Jonathan, and Jason, and husband, Randy.

LCDR Virgil A. Davila, MC, USNR, OB/GYN Clinic, received his new promotion on 1 August. Assisting with his new shoulder boards were YN2 Janet S. Hodge, USN, Personnel Management Department, and HM1 Tim M. Grant, USN, Leading Petty Officer, OB/GYN Clinic.





LCDR Brett J. Schulte, MC, USNR, General Surgery Clinic, received his new promotion on 2 August. CAPT Brant assisted with the new shoulder boards and CAPT Robert K. Daniels, Jr., MC, USN, Director for Surgical Services, administered the oath of office and also assisted with the shoulder boards.

Awards ceremony of 3 August



HM1 Gerard J. White, USNR, Branch Medical Clinic, received the Navy Achievement Medal for his superior performance while serving as the Leading Petty Officer, Medical Records Department. Assigned to a department that was only 75% staffed and facing a serious backlog, he immediately identified key processes, evaluated resources, realigned personnel and, almost overnight, improved productivity, decreased rework, and improved morale. CAPT Rosalia F. Dy, MC, USN, Director, Branch Medical Clinic, made the presentation.



HM2 Dennis F. Haugen, USN, Nuclear Medicine Section, Radiology Department, received the Navy Achievement Medal for his professional achievement while serving as the sole Nuclear Medicine Technician. His efforts made it possible for NHO to continue uninterrupted Nuclear Medicine studies during a period of short staffing. CAPT Laurence T. Liu, MC, USN, Head, Radiology Department, made the presentation.



SK3 Coxana L. Moss, USN, Material Management Department, received a Letter of Commendation from the Commander Submarine Group TWO. Petty Officer Moss was commended for her superior performance of duties as a member of the Supply Department, USS EMORY S. LAND (AS-39). CAPT Brant made the presentation.



The Outpatient Administration Division gathered together for a farewell picture with their co-worker and friend, Mr. William Valentine who retired. Left to right, front row: HM2 Florina M. Flores, HN Franklin D. Graffuis, HM1 Jack E. Springs, and Mary B. Blakely. 2nd row: Pauline Collins, Essie Maletta, William Valentine, Versilee Land, and Michelle Mellett. 3rd row: Betty Courtney, Debra L. Rahier, Carolyn J. Green, HN Matthew L. Dalton, Eva U. Woodward, HA Devin F. Lucius, and Ricardo Valdez.

Promotion for the DFA



On Friday, 5 August, CAPT Brant administered the Oath of Office to CDR Joseph P. VanLandingham, MSC, USN, Director for Administration, promoting him to Captain. It was a family day with CAPT VanLandingham's wife present, CDR Deborah A. VanLandingham, NC, USN, and their two sons, Eric and Kristen, who assisted with the shoulder boards.

They came bearing gifts!



Representatives of the Navy Wives Club of America, Orlando Chapter #267, paid a visit to the Pediatric Clinic of Naval Hospital, Orlando on the 26th of July. Mrs. Barbara Bray, Treasurer, and Mrs. Sharon Lee, President of the Orlando Chapter, presented candies and stickers to be given to the Pediatric patients. Receiving the gifts for the Pediatric Clinic were Mrs. Barbara J. Fockler, RN, and Mrs. Judy Yarosh, LPN. The Orlando Chapter plans to continue keeping the Clinic supplied with these treats until we close.

They are Champions!



Naval Hospital, Orlando's Golf Team brought home the Commander's Cup and presented the trophy to CAPT Brant on 8 August. Members of the team were: SN Tony White, HMC Terry Robinson, HMC Daniel Vandenbosch, and HM2 Michael Vance.

Promotion and Frocking of E-4 personnel



HM3 Philip W. Gillette, USN, Dermatology Department, received his Permanent Appointment to E-4 from CAPT Brant on 15 July.



MSCS Augustine I. Ladiero, USN, Food Service Department, transferred to the Fleet Reserve on 26 July. During the ceremony Senior Chief Ladiero was awarded the Navy Achievement Medal for his professional achievement during his tour of duty at NHO.



The "Frockees" received the authority to wear the uniform of Petty Officer Third Class from CAPT Brant on 15 July. Pictured, from left to right, front row: HM3 Louis J. Pastore, III, Laboratory Department; and HM3 Paul A. Cihoski, Intensive Care Unit. Second row: HM3 Trellis M. Lowers, Personnel Management Department; HM3 Michelle M. Williams, Branch Medical Clinic; HM3 Angela S. Henkel, Pharmacy Department; and HM3 Francis Latorre, Cardiology Partnership. Third row: HM3 Keith P. Kwiatkowski, Branch Medical Clinic; HM3 Jeffrey L. Prater, Same Day Surgery/AMB Procedures Unit; HM3 Andrew A. Brophy, Mental Health Ward; DT3 Lemuel Bradham, Dental Department; and HM3 Michael E. Norris, Forms Control Division.

It's hard work being a CPO Selectee!



Between the time it is announced that we have new E-7's selectees and the date of their initiation and frocking, there are a myriad of tasks for them to do all thought up by the veteran corps of Chief Petty Officers. This photographer caught them diligently washing cars under the direct supervision of a Chief Petty Officer and a Senior Chief Petty Officer. Wallowing in soap suds were: Selectee Deborah M. Visel, Inpatient Administration Division; Selectee Christopher E. Wallace, Radiology Department; Selectee Lee V. McKinney, Security Division; and Selectee Christopher S. Atamian, Bio-Medical Engineering/Equipment Management Division.



1994 Outstanding Performance Awards for Naval Hospital, Orlando Civilian Employees



0000 Edna Brewer	0107 Ruth Hunsinger	0502 Amy Jackman
0003 Elaine Loonam	0107 Jimmy Anthony	0502 Jackie Rice
0005 James Breeden	0107 Ronald Elliott	0502 Charles Carleton
0005 Julie Brant	0107 Richard Weese	0502 Martha Hutto
	0107 William McCabe	0502 Dorothy Pempey
0100 Sharon Kowalski	0111 Albert Larrivee	0502 Susan Paul
0101 Marilyn Passori	0111 Gerald Gullatt	0502 Linda Proffitt
0102 Diane Sellers	0111 Chauncey Jackson	0502 Franklin Henri
0102 Mary Van den Heuvel	0111 Stanley Caraway	0502 Maria Peralta
0102 Evelyn Smeiles	0112 Nancy Toole	0502 Shirley Graham
0103 Eileen Sturm	0112 Beverly Gibbs	0502 Christina Saadat
0103 Barbara Pelton	0113 Elvia Rosania	0502 Virginia Preston
0103 Ronald Johnson	0113 Nora Gonzalez-Duke	0502 Tari Holmes
0104 Michael Denmon	0113 Joseph Kinzler	
0104 Ramon Gonzalez	0113 Joanna Weller	0504 Chauncey Lowe
0104 Thomas Arnold	0113 Melvin Dickerson	0504 William Holton
0104 Mary Maskolunas		0504 Deborah Ratliff
0105 Marjorie Corcoan	0200 Barbara Rotruck	0504 Michele McNally
01051 James Colorado	02011 Harriette Cuthrell	0504 Ruth Flick
01051 Eva Woodward	02011 Rosita Mejia	0504 Charles Stevenson
01051 Carolyn Green	01011 Benjamin Ortiz-Cruz	0506 Joyce West
01051 Mary Blakely	02013 Antoinette Busby	0506 Joe Griffin
01051 Pauline Collins	02013 Denise Stephens	0506 Norma Dando
01051 William Valentine	02014 Deborah New	0507 Donald Hairston
01052 Blondeen Hammons	02014 Judith Wendler	0507 Jeri Costello
01052 Joyce Lockwood	02015 Dixie Jorgenson	0507 Karen Burns
01052 Jean Thomas	02021 Joanna Pullano	0510 Judith Brooks
01052 Mary Sobczak	02022 Jacinthe Mathieu	0510 Luz Ayuso
01052 Susie Bailey	02031 Estrellita Buhain	
01052 Vickie Johnson	02031 Mary Kay Waters	0800 Cheryl Evans
01052 Melody Mitchell	02031 Gloria Sarmiento	08011 Judith Szymanski
0106 Belen AlvarezVelez	02035 Sibyl Truebe	08011 Joan Krumpholtz
01063 Larry Glenn	02041 Luz Rodriguez	08011 Mary Ann Johnson
01063 Karen Potestivo	02041 Beverly Middleton	08011 Joanne Barker
01063 Jesse Hodges	02043 Martha McClennon	08011 Loleat Kalman
01063 Frances Young	02045 Barbara Fockler	08011 George Guerrero
01063 George Brown	02045 Judith Yarosh	08012 Harold Peters
01063 Catherine Humphrey	02046 Latasha Ferguson	08012 N. Marie Ulrich
01063 Tessie Martin	02051 Margaret Wilsten	08013 Faye Litchfield
01063 Frederick Marquis		08013 Elizabeth Kelly
01063 Michael Byrd	0300 Eloise Unsworth	08014 Willie Smith
01063 William Frede	0301 Joseph Callender	08014 Mary Cole
01063 Keith Proctor	0304 Kathy McCabe	08015 Marilyn Underwood
01063 Connie Jackson	0305 Esther Grazioli	08015 Lynn Ehleiter
01063 Karen Willingham	0307 Betty Sheffield	08015 Lynne Bolstein
01063 Isaac Smith	0310 Sherri Aslakson	08015 Connie Connon
01063 Miguel Perez	0310 Charles Coeyman	08015 JoAnne Fehlhaber
01064 Francis Fielder	0310 Marie O'Dell	08015 Diana Ortiz
01064 Nancy Sykes	0310 Mary Hale	08015 Janie Pettaway
01065 John King	0310 Dennis Walkenhorst	
01065 James Kelly	0311 Michael Viladesau	0900 Sonja Boss
01065 Joseph Kee, Jr.	0311 Elaine Billy	0903 Joyce Dover
01066 John Sullivan		0903 Christina Shelton
01066 Paul Sampson	0400 Jane Raymond	0903 Sandra Bragg
01066 Pamela Bauserman	0400 Sarah Kuerth	0903 Ava Pam Womack
	0401 Patricia Bentley	0903 Cynthia Clark
0107 Julia Armendarez	0402 Marguerite Fields	0903 Brenda Sizemore
0107 William Roby	0405 Joyce Kuykendall	
0107 Walter Beaton	0406 Cheryl Moran	8A00 Jane Smith
0107 Manuel Maldonado	0406 Kathy Doyle	8A10 Lovie Tompkins
0107 Walter Altizer	0407 Roger Rath	8A10 Mark Huebner
0107 Patricia Hanson	0407 Belinda Gannon	8A310 Paul Stroup
0107 Walter Bedford		8A316 D'Arbra Cannon-Duran
0107 Patricia Rhodes	0500 Veazie Jones	8A320 Charles Fowler, III
0107 Carolyn Dean	0502 Mae Meier	8A530 Marcelo Gayahan
0107 Patricia Keefer		

TOTAL

QUALITY

LEADERSHIP

By LT M. L. Dasch, MSC, USN

This month I want to talk about a group that made significant improvements, all on their own. They weren't chartered, they just got together to improve. Here is the story. In January 1990 the hospital adapted part of the third floor surgical ward as a same day surgery (SDS) pre-op teaching, staging and recovery area. In 1993, the SDS unit conducted a satisfaction survey. Results indicated several areas that could be improved:

1. Patients were dissatisfied about the pre-admission process, the time it took and the number of places to visit.
2. SDS unit was considered a part of the surgical ward; therefore, staff was rotated resulting in low follow through and poor commitment.
3. The seven clinical services referring patients to SDS for preadmission used different pre-admission packages. The variability between services created confusion and error.
4. SDS unit was not receiving complete pre-admission packages from clinical services in a timely fashion.
5. Due to the configuration of the SDS unit pre-op teaching and SDS recovering patients were collocated, causing anxiety in patients as they observed those going to and from surgery.

A multidisciplinary group was formed in June 1993 to look at methods for improving issues raised in the survey. In the beginning there was some hesitancy. Comments such as "You don't understand how our service does this" or "This won't work," etc., showed a lack of understanding and trust. As they continued and explained, a general consensus developed "that there has to

be a better way." This feeling sustained the group through much frustration and allowed them to develop significant improvements.

By November of 1993, the group was ready with improvements. They decreased number and time of visits patients needed to make by combining pre-op teaching, phlebotomy and admission on the SDS unit and assigning an appointment time. They developed and implemented a single pre-admission package and checklist for use by all seven clinical services. The SDS unit took over the processing, storage and retrieval of pre-admission packages which centralized responsibility for completion. When OB closed, they implemented their long term plans. The SDS unit moved to the OB/Nursery ward. The nursery area became the admin pre-op area where all pre-admission work except X-Ray is done and collocates SDS with OR and Anesthesia staff. It also separates pre-op patients from surgical patients. Permanent staffing has been assigned to the SDS unit and cross-trained in both SDS and pre-op teaching/admission work-up. Improvements are worthwhile, irrespective of the time left for the organization.

This unit stands as a benchmark for others to emulate. Even though when this hospital closes it will cease to function physically, those who were involved in the planning and developing will carry their ideas to other facilities -- the improvement will last forever. Continue improvements as long as you have an organization to improve.

Decommissioning plaques

The Decommissioning Committee is selling plaques with the picture and the history of Naval Hospital, Orlando engraved on it. Take a piece of history with you when you leave, or perhaps buy one as an excellent gift for a departing shipmate. Small plaques are \$12 and large ones are \$17. They can be seen in the bulletin board located outside the Lawson Room and they can be purchased from PC1 Childs in the post office. Buy yours now!



BRIDGING

THE

GAP

HMCM Richard L. Nelson, USN

CHAPLAIN'S
COMMENTS

CDR John L. Diaz, CHC, USN

Military Outstanding Volunteer
Service Medal

In recent months, I have attended a number of ceremonies that recognized our staff members for the many hours they have devoted to the local community. HM2 Nestor N. Lumbo, USN, Pharmacy Department, is only one example of the many people from NHO volunteering in the local community. He was recently recognized by NTC as the runner-up for the Commodore Star Award, volunteering over three hundred hours last year.

In the past the only method of recognizing these people was with Letters of Commendation. To help provide more recognition, the Navy has recently established a new medal, the Military Outstanding Volunteer Service Medal. This Medal may be awarded to individuals who have performed outstanding volunteer community service of a sustained, direct and consequential nature. The service must be to a civilian or military family community. It must be significant in nature and produce tangible results which reflect favorably on the Navy. It must also be a sustained, direct hands-on community service over a 3-year period beginning 31 December 1992.

A few examples of activities that qualify are: Boy/Girl Scout Leader, Little League Coaches, Volunteer Fire/Rescue Squad, senior citizen programs, Big Brother/Sister, Make-a-Wish Foundation, Special Olympics, Meal on Wheels and D.A.R.E. School Programs. A more complete list can be found in my office. If you have any questions concerning this medal, please stop by my office.

Saying goodbyes

When I was driving to work Monday after being TAD for 1 week, the NHO marquee read "Goodbye LCDR Weisner and NHO Urology Department." That morning my co-workers told me of all the people who had come to the office to say "goodbye" during my absence. These people had been both civilian and military shipmates with whom I had talked to and/or seen nearly every day for the past two years. They were transferring to a new command, getting out of the Navy or retiring. My running and racquetball partner, Chief Perini had transferred. I didn't get to tell him goodbye. My stomach was in a tight knot. I felt terrible. I was bummed. I wasn't in the mood to go running without my partner.

I was told that every person who had come to say goodbye was positive, happy, and anxious to see their new horizons and meet new friends. I remembered that feelings were okay. I was going to be okay and meet new friends too. I was going to be happy for my friends who had left NHO, and happy for me. There will be many more "goodbyes" within the next year. But that's okay.

"Everyone you meet will live forever somewhere." - C.S. Lewis.

Safeguard Your House From...

BREAK IN

TIP

CAPT R. H. Brant, MSC, USN

Recognize the efforts of others

I returned to my office one day last week and found a sponge which was cut to form the words "QUALITY FANATIC." I thought about the gift and went looking for the donor. I found the contributor and pointed out that the gift could be interpreted in two ways -- it could mean that I am a first rate fanatic, or that I am fanatical about quality. Fortunately, the spirit of the gift was to recognize my interest in quality above all else. As it turns out, a private company uses these as small tokens of recognition for employees who demonstrate that small extra effort that makes all the difference in meeting or exceeding customer expectation.

I'm not sure we can duplicate this, but the idea of recognition is really great. I've talked about it most recently in my Captain's Calls and I'd like to repeat it here. The idea of looking in the mirror at the end of the day and expecting to see someone who has really performed at the peak of their ability is exactly the level of commitment we want to achieve. The idea that this might be the only way to receive recognition for superior effort is disheartening. Everyone of us has people who perform services for us so that we may perform service for others. It doesn't take much effort to recognize a good job and to take a minute to say so. That kind of recognition is important, it's needed, and it's deserved.

I know that sometimes in the heat of events we get caught up and forget to say thanks. I hope you will join me in making that a high priority daily requirement.

It happened on this date in August

1. First U.S. Customs officer begins to collect the revenue and enforce the Tariff Act of July 4.
2. Official signing of Declaration of Independence, 1776.
Iraq invades Kuwait, 1990.
3. Christopher Columbus sets sail from Palos, Spain, bound for Cathay, but reaches America instead, 1492.
6. Union ships under Admiral David Farragut run past Confederate forts into Mobile Bay, Alabama, 1864. During the battle Farragut utters the famous "Damn the torpedoes, full steam ahead."
7. President George Bush orders commencement of Desert Shield, 1990.
Explorer VI transmits first picture of Earth from space, 1959.
9. Resignation of President Richard M. Nixon goes into effect, 1974.
13. East Germany closes border between East and West Berlin. Later in the week a concrete wall goes up, 1961.
Three-day music festival starts at Max Yasgur's dairy farm in upstate New York -- Woodstock, 1969.
14. British Prime Minister Winston Churchill and U.S. President Franklin D. Roosevelt sign Atlantic Charter stating policies and hopes for the future, 1941.
15. Allies begin Operation Dragoon, landing on the south coast of France, 1944.
17. Americans Max Anderson, Ben Abruzzo and Larry Newman complete first transatlantic balloon trip -- from Presque Island, Maine to Miserey, France, 1978.
24. British forces invade Washington burning Capitol, president's house, and other public buildings, 1814.
25. French and U.S. troops enter Paris, ending German occupation, 1944.
26. New York City's WZLX televises Cincinnati Reds-Brooklyn Dodgers doubleheader from Ebbets Field -- first televised baseball games, 1939.
27. W.A. "Uncle Billy" Smith discovers oil in Western Pennsylvania, first commercial oil well, 1859.
31. First major earthquake in eastern United States recorded at Charleston, SC, 1886.